

Job Description: Head of Retail

Function:	Operations
Position:	Head of Retail
Job holder:	N/A
Date (in job since):	01 January 2023
Immediate manager (N+1 Job title and name):	Catering Services Director
Additional reporting line to:	
Position location:	Brighton & Hove Albion F.C

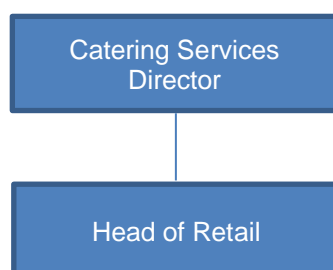
1. Purpose of the Job – State concisely the aim of the job.

- To manage and be responsible for all retail catering services to the required company's standards, within the agreed specification and to the agreed performance, qualitative and financial targets.
- To manage the Retail catering department fully including concessionaires, projects, and investments.
- To ensure food safety and health & safety is at the top of everything we do and compliant at all times.
- To be a point of contact and SME for the client & customers in all matters obtaining to Retail catering.
- To liaise with internal and external stakeholders to ensure all match days are carried out in accordance with requirements including site, FS, H&S compliance.

2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics ▪ Add point									

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- To be a proactive customer focused individual with an exceptional eye for detail and the ability to communicate and build relationships at all levels
- To be a forward thinker with a methodical approach, exceptional planning, excellent organisational and communication skills with the ability to challenge in order to further develop the service offer
- Working with our customers, promoting, and enhancing their experience, delivering a safe and compliant working environment
- To assist in the delivery of a first-class retail catering experience through attentive service
- To promote and be creative within the retail offer to assist with growth of business and lead on innovation and ideas to support growth, efficiency, staff engagement and financial savings.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- To be visible and build relationships with all levels with the client organisation
- To be a point of contact for customers when dealing with feedback or complaints
- To co-ordinate staffing, match day set-up, and appropriate preparation and organisation to ensure the site is fully ready for a match day
- To deliver first class retail catering service on match days
- To ensure continuous improvement of the service through innovative service improvements
- To ensure the areas of ownership are compliant to health and safety and food safety procedures
- To ensure that the area is compliant to environmental procedures
- To ensure that the site rules are enforced
- Ensure financial documentation and accountancy of the unit (and those from suppliers) is accurate and within agreed budgeted levels
- Manage the quality and hygiene of the food cycle from preparation through to delivery
- Actively enforce relevant statutory, company and site SHE compliance together with the monitoring of related equipment
- Motivate and lead catering employees to perform their roles to a high standard and in alignment to Sodexo policies and procedures
- Ensure tariff prices are correct, that all catering services are costed and charged according to the terms of the contract and that prices are customer visible
- Maintain levels of stock, cash, local credit and debt outstanding to the agreed establishment targets
- Ensure that methods of preparation, production and presentation comply with Sodexo's standards and procedures
- Comply with all Company & Client policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place and training of staff
- Ensure that all equipment used, is in safe working order, checked regularly and serviced. Report any faults as required, ensure they are rectified and ensure equipment is not used until safe
- Ensure that all equipment, monies and the overall establishment, is safe and secure at all times
- Ensure the standards across the site(s) are in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract
- To take adequate steps to ensure the security of Company and Client property and monies under your control
- Recruit, manage, induct, train, motivate and appraise staff to promote good employee relations and operate within Company procedures, legislation and the Investors in People standards. (Staff appraisals to be conducted at least annually). Maintain training records for all staff, ensuring that individual needs are recognised and met either through on or off job training
- Ensure that all Sodexo employees project a positive, approachable, friendly and professional image
- To attend an annual personal development review with your Line Manager and to agree and take ownership of your personal development reviews and your training and development needs
- Attend Company Training Courses and Company Meetings as requested

6. Accountabilities – Give the 3 to 6 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- To ensure the area is compliant to site rules and health and safety and food safety procedures.
- To ensure financial control measures are in place and followed by team members to increase profitability.
- To promote and instil great customer service through an engaged team.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Retail catering management experience
- Supervising food safety
- IOSH or equivalent
- Client and customer focussed
- Exceptional communicator and organizer

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	
▪ Commercial Awareness	
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version	1	Date	11 November 2023
Document Owner			

10. Employee Approval – To be completed by employee

Employee Name		Date	
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